



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MENDOCINO
CLASSIFICATION SPECIFICATION**



CLASS TITLE	STAFF ASSISTANT II
CLASS CODE	006666
REPORTS TO:	VARIOUS
FLSA STATUS	N

Descriptions provided at the higher-level build on and include all of the skills listed for the previous levels within the Staff Assistant Series. Some of the requirements listed for a level may not be representative of all employees at that level. Employees at one level may have some of the requirements associated with a higher level.

JOB SCOPE AND DISTINGUISHING FEATURES:

This is the journey level classification of the series. Incumbents, under general supervision, perform a wide range of moderately difficult clerical functions in support of office/department staff which include developing various reports by researching and gathering information, statistics, etc.; attending meetings and taking minutes; setting up files and maintaining same; composing and sending letters to customers/clients, handling duties of a confidential and or sensitive nature; distributing, completing and processing forms, applications, etc; transcribing evaluations, staff notes, or other correspondence; and providing clerical support to professional level staff members. They may assist the public in stressful situations referring them to sources of information and explaining policies, procedures, rules and codes. This class is distinguished from the next higher class of Staff Assistant III in that the latter class works under limited direction, is experienced in higher level clerical skills, is responsible for training and acts as lead worker to staff.

Scope: Impact is moderate and affects quality, workflow and customer service levels. Completes a variety of clerical tasks and assignments across a number of court functions.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Formats and types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter.

Types contracts, legal documents, or other documents containing complex terminology.

Composes correspondence in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.

Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions.

Interacts with a variety of high level individuals, both internally and within the community to provide information and assist in resolving administrative issues.

Initiates referrals by researching pertinent information, entering required information into the computer and confirming accuracy of data.

Reports administrative and/or operational problems to supervisor.

Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas.

Takes, transcribes and/or distributes statements, minutes and notes from a variety of sources.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)(Continued)

Relieves officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; monitoring and communicating departmental policies and procedures, and updating publications for final approval.

Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports.

Performs specialized research and statistical work on assigned subjects for staff and management.

Maintains client charts and records by assembling new charts, filing documents, researching information and copying records.

Assists in training staff in various functions/programs.

Enters and retrieves a variety of complex information from a computer terminal.

Prepares claims, purchase orders and processes vouchers for payment by entering pertinent information into the computer and distributing and/or filing supporting documents.

Prepares payroll time sheets and receives checks.

Creates and maintains complex and/or confidential files; compiles and completes data for administrative and public reports and bulletins, answers questions on material assembled; performs clerical and fiscal operations unique to department.

Prepares complex, routine and non-routine reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.

Receives evidence and follows procedures in preserving, storing, recording, filing and securing evidence.

Uses spreadsheet software to enter and analyze study information, prints reports and distributes for billing purposes.

May deal with sensitive and confidential information, personnel matters, etc., at the direction of senior level staff and/or the department director.

ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)

Opens, stamps, sorts, and distributes incoming mail.

May serve as or relieve department receptionist; answers all incoming telephone calls and greets visitors and the general public, provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, collecting and receipting money, - or answering questions.

Makes certified copies of legal documents and/or indexes same.

Enrolls clients in various programs.

Photocopies reports, charts, memos, and other various documents for staff.

Orders office supplies to maintain sufficient inventory for office use.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment and printers

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

High school diploma or GED; and,

One to two years of experience performing general office duties such as typing, filing, and answering telephones; or,

A combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal and local ordinances, laws, rules and regulations.

Recordkeeping, report preparation, filing methods and records management techniques.

General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.

Skill in:

Typing from rough draft or printed text using a word processor or typewriter at a rate of 40 words per minute (at the discretion of the supervisor).

Analyzing and resolving office administrative situations and problems.

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to take and transcribe information from short hand or dictation equipment (at the discretion of the supervisor).

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete or non-concrete variables in standardized situations.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 20 pounds. Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.